

ATTACHMENT 3

Instructions for Submitting Prior Authorization Requests Via the Web

After accessing the Wisconsin Medicaid Web Prior Authorization (Web PA) system, users will complete the Prior Authorization Request Form (PA/RF). The information on the Web PA/RF is the same as the paper version. When the PA/RF is complete, users should select “Submit.”

If a clerical error is detected, a message on the screen will prompt the user to correct it. Examples of clerical errors that providers will be prompted to correct include, but are not limited to, the following:

- Invalid place of service code.
- Obsolete procedure code.
- Invalid recipient name.
- Invalid recipient Medicaid identification number.
- Invalid Medicaid provider number.
- Failure to indicate a recipient’s primary diagnosis code.

If the PA/RF contains no errors, a PA number will be assigned. The PA number will appear on the Confirmation of Receipt screen. Users will then be instructed to print the PA/RF and mail or fax the entire PA request, which includes the PA/RF from the Web, service-specific PA attachments, and any supporting clinical documentation, to Wisconsin Medicaid.

Users should *not* make any handwritten changes to the PA/RF once it is printed. Submitted PA/RFs with handwritten changes will delay the processing of the PA request.

Note: When a user receives the PA number, this *does not* signal an approved PA request. While *clerical* errors have been reviewed on the PA/RF, a *clinical* review of the PA request must still take place.

When the PA/RF is submitted via the Web, users are required to print a copy to send to Wisconsin Medicaid. Users may also keep a paper copy for their records by printing the PA/RF in Portable Document Format (PDF) or by saving the PDF to their computers using Adobe Reader®*. If users do not print this PA/RF when it is initially displayed, they will not be able to print it later.

Mail Entire Prior Authorization Request to Wisconsin Medicaid

Wisconsin Medicaid should receive the *entire* PA request on paper by fax or mail, including a printed copy of the Web PA/RF, service-specific PA attachments, and supporting clinical documentation, within 10 business days of the PA/RF being accepted via the Web.

If the entire PA request is received within 10 business days of Wisconsin Medicaid accepting the PA/RF via the Web, the PA request will be processed as usual.

*The Medicaid Web site provides instructions on how to obtain Adobe Reader® at no charge from the Adobe® Web site. Adobe Reader® does not allow users to save completed fillable PDFs to their computers; however, if Refer to the Adobe Acrobat® is obtained, providers may save completed PDFs to their computers. Refer to the Adobe® Web site, www.adobe.com/, for more information about fillable PDFs.

If the entire PA request is not received by Wisconsin Medicaid within 10 business days of the PA/RF being accepted via the Web, the PA/RF submitted via the Web will be returned to the user by mail. Users will then have to resubmit the returned PA/RF, along with the service-specific PA attachments and supporting clinical documentation, on paper by mail or fax. Resubmitting the returned PA/RF will allow providers to maintain the initial date of receipt for the PA request.

Prior Authorization Decision Notices

If, after the clinical review, the PA request is approved, one of the following will be mailed:

- A Prior Authorization Decision Notice, except for processing types 126, 127, and 128.
- For processing types 126, 127, and 128, users will receive a paper copy of the adjudicated PA request.

Denied or Modified Prior Authorization Requests

For denied or modified PA requests, users will receive a paper copy of the PA/RF.

Returned Prior Authorization Requests

Wisconsin Medicaid will return the entire PA request for requests requiring additional information.

If a PA request submitted via the Web is returned to the user for additional information, it should be *resubmitted on paper* by mail or fax with the requested information. By resubmitting a copy of the returned PA/RF, the date established by submitting the PA/RF via the Web may continue to be used as the initial grant date according to current policy.

However, if a user submits a PA request via the Web *after* receiving a returned PA, the PA process will start from the beginning. New grant dates and PA numbers will be established.